

**ARIZONA STATE SCHOOLS FOR THE DEAF AND THE BLIND  
POSITION DESCRIPTION**

POSITION TITLE: TECHNICAL SUPPORT SPECIALIST I

POSITION LOCATION: Campus and/or Regional Program(s) as Assigned

POSITION REPORTS TO: Information Technologies Supervisor as Assigned

POSITION SUPERVISES: None

**MINIMUM QUALIFICATIONS:**

High School Diploma or general equivalency diploma (G.E.D.) and one year or more experience providing computer repair, installation, assembly, minimal network support services; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed herein. Good interpersonal communication skills while interacting with supervisors and staff using clear and coherent oral/written communication with proper grammar, spelling, and syntax.

**PREFERRED QUALIFICATIONS:**

Two years or more experience in supporting Microsoft networks, multi-platform client installation, and help desk support, desktop administration, workstation administration and network support. One-year experience in fine-tuning network client systems for optimal performance and in maintaining system security. An Associates Degree in Information Technologies, Computer Science, or related field. A+, MOUS, certifications. Fluency in American Sign Language.

**GENERAL DUTIES:**

Employees in this position are assigned various tasks in accordance with program needs. Project objectives and concepts are well defined. Supervisors approve work at regular intervals and provide close oversight when work is unfamiliar. At this level, the work assignments deal with task implementation, rather than system design or planning. Under close to moderate supervision, exercising limited discretion, employees in this position provide entry-level computer operations services to include the following:

- Arranges and schedules moves for computer equipment ensuring cabling and power availability.
- Sets up new computer systems including unboxing, attaching monitors and CPUs and configuring printers and logons. Installs new software as directed by the help desk.
- Responds to help desk requests and enters follow-up documentation of what was performed and the time required, to complete the task, into the Agency's help desk database.
- Provides technical support via telephone and hands-on (following Agency standards and help desk guidelines) for setup, configuration, troubleshooting and maintenance of multi-platform network and non-network computer hardware, software, notebooks, peripherals, other assistive technology devices, and audio video equipment.

- Determines what supplies and parts are needed, whether work can be completed on or off site, or if third party support is required.
- Performs network printer and user management duties as assigned by the Information Technologies Supervisor.
- Performs security maintenance and system testing
- Maintains technology and telecommunications inventory.
- Performs additional related duties and assumes responsibilities as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Understands technology theory and operations architecture. Reads, interprets and implements established standards specifications and guidelines. Set up computer and network client hardware, install and configure software; Troubleshoot and apply problem-solving skills sufficient to perform fault isolation to resolve issues for users. Ability to work independently or collectively with colleagues, and clients and adapt to changing environments and new technologies.

**MENTAL/PHYSICAL REQUIREMENTS:**

The mental/physical and other requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is sedentary in nature. Mental analysis and synthesis is required. Mathematical computational ability is necessary. Digital keyboard work is required. Lifting, standing, bending, stooping, kneeling, walking, lifting, grasping, and repetitive motions. Must be able to lift up to 50 pounds and up to 20 pounds frequently to move objects. Candidates must have and maintain a valid drivers license and reliable transportation for travel to remote sites.